

1. Find your PASSID or membership number. This can be located on the back of your membership card or on previous notification letters
2. Navigate to the [new website](#) and click “I’m already a program member”

I'm already a program member

You may be able to choose one of the following options if you are already a program member. However, before you can make any changes to your membership, you must have a Login.gov account. You will be directed to Login.gov to set up an account if you don't have one.

- Activate Membership Card
- Update Passport Information
- Renew Membership
- Replace a Card
- Register my Vehicle
- Get an APEC card
- Apply for Another Program

3. Click “Manage My Membership” and “Consent & Continue” (if you indeed consent)
4. Review the information and click Continue to be redirected to Login.Gov to create a new account



CBP Trusted Traveler Programs is using login.gov to make signing in easy and secure.

Create an account

Sign in

[Back to CBP Trusted Traveler Programs](#)

5. Click "Create an Account"
6. Enter your email address and click "Submit"
7. You'll receive an email at this address to confirm
8. Once confirmed, you'll be prompted to create a 8+ character password.

 You have confirmed your email address

Create a strong password

It must be at least 8 characters long and not be a commonly used password. That's it!

Password Show password


Password strength: ...

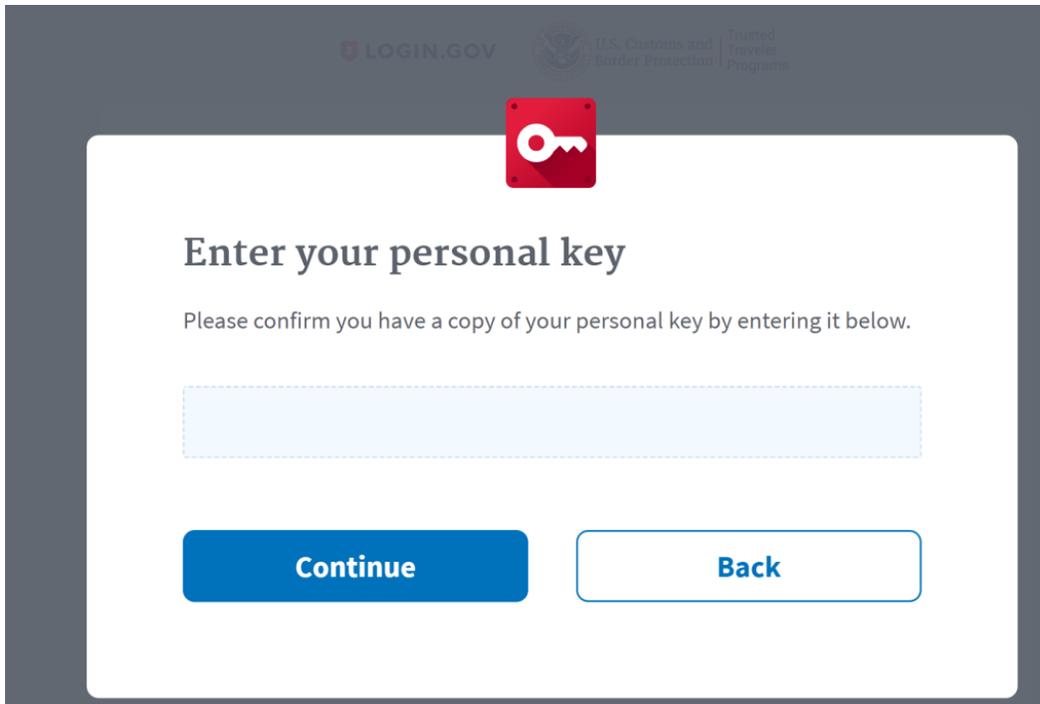
Continue

9. Login.Gov uses two-factor authentication. So, you'll need to provide a mobile or landline phone number where you'll receive a security code "every time you log in." You'll receive a code when entering your number this time.

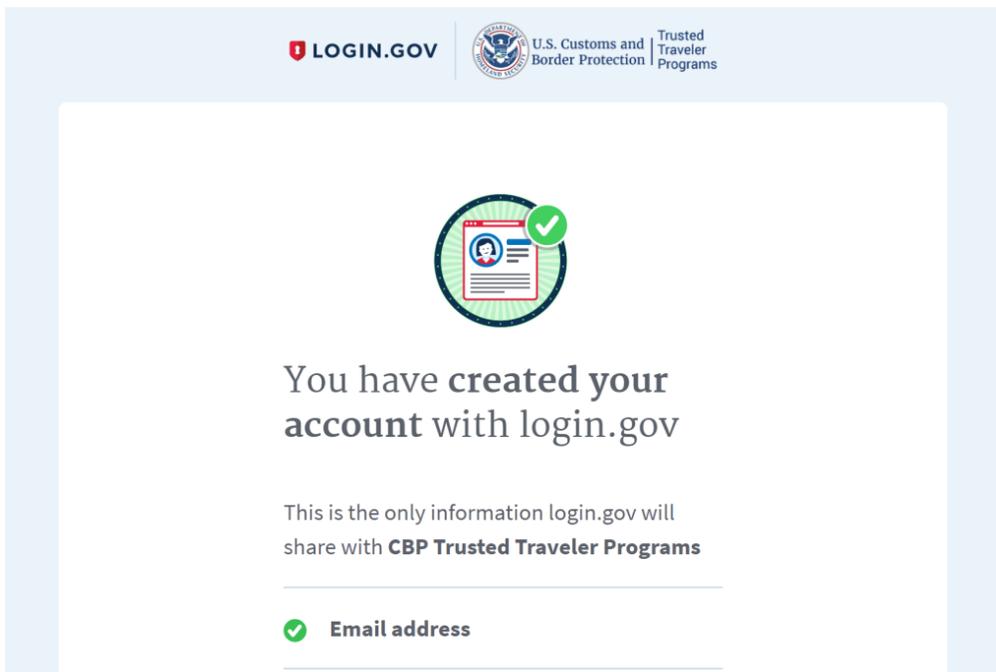
10. Enter one-time security code and "Submit"

11. You'll be provided a "personal key" to access your account in case you aren't able to authenticate via two-factor authentication. You're encouraged by the system to write this down on paper.

12. Once you jot this down, click "Continue" at the bottom. You'll have to enter your personal key to prove that you kept it somewhere.



13. Finally, you'll get a confirmation that you're registered.



14. But, you're not done yet. Click "Continue" to be redirected back to the new TTP website for registration there.

15. You're required to enter your name; date, country, state and city of birth; a phone number and your PASSID (Global Entry, NEXUS, or SENTRI) or FAST ID (FAST).

Finally, you're done with the process. The dashboard loads next, where you can renew your membership, apply for a new card, update your mailing address or driver license information (which is what I needed to do).

If you had an incomplete application in the old system, these were deleted. So, you'll need to start over in the new system.

An [obscure CBP Q&A page](#) instructed those who were partway through the application process to verify their information before October 1. Based on TPG readers reaching out since October 1, it doesn't seem like this was well communicated. If you don't have your PASSID or experience any other issues registering with the new TTP website (*not* the Login.Gov process), you're instructed to reach out:

Send us an email through our support portal at <https://help.cbp.gov/app/ask>. To ensure a faster response, please be sure to select "Trusted Traveler Programs" as your primary topic and then the subtopic that most closely describes your question.

You can also contact us at 855-873-4637 Monday to Friday from 8:30 a.m. to 4:00 p.m., except federal holidays.

Reportedly, those that are reaching out have been receiving the following message:

If you do not have your PASSID number, then please wait 1-2 business days. Due to the high demand, we are deploying an IT solution that will let you migrate your GOES information with your GOES User ID rather than the PASSID. If you have an appointment scheduled, please go to it even if you cannot print out your conditional approval letter. The officer interviewing you can provide you your PASSID number.

Featured image by Paul J. Richards / Getty Images